

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PUBLIC SERVICE COMMISSION)	
<i>versus</i>)	
TRI-COUNTY ELECTRIC MEMBERSHIP)	CASE NO. 8371
CORPORATION)	

SHOW CAUSE ORDER

The Commission, in its efforts to investigate service complaints made by some of the members of Tri-County Electric Membership Corporation ("Tri-County"), has sent written requests to Tri-County for assistance in resolving the complaints. The correspondence pertaining to those complaints, which is attached hereto and identified as Appendix A and which was written on behalf of Messrs. Richard A. Chapman, Charles E. Hale and F. A. Stark, has not elicited a response from Tri-County.

Based upon the provisions enumerated in KRS 278.030, KRS 278.040 and KRS 278.260 the Commission HEREBY ORDERS that Tri-County shall appear at the offices of the Public Service Commission at Frankfort, Kentucky, on November 18, 1981, at 1 o'clock p.m., Eastern Standard Time, to show cause, if any it can, why it should not be subject to the penalties prescribed under KRS 278.990.

Done at Frankfort, Kentucky, this 21st day of October,
1981.

PUBLIC SERVICE COMMISSION

Martin M. Voth
Chairman

Katharine Randall
Vice Chairman

Jim Canavan
Commissioner

ATTEST:

Secretary

CASE NO. 8371

APPENDIX A

Correspondence pertaining to complaints against Tri-County
Electric Membership Corporation by:

Richard A. Chapman

Charles E. Hale

F. A. Stark

April 23, 1981

Mr. Paul T. Lee, General Manager
Tri-County Electric Membership Corporation
P.O. Box 40
Lafayette, Tennessee 37083

Dear Mr. Lee:

Please let us hear from you with regard to the complaint of Mr. and Mrs. Charles ~~Ernest~~ Hale, Monroe County Florist, Tompkinsville, Kentucky. You will recall our previous correspondence.

Sincerely,

ORIGINAL SIGNATURE
JOHN T. SMITHER

John T. Smither, Director
Division of Utility Engineering
and Services

JTS/ak

September 12, 1980

Mr. Paul T. Lee, General Manager
Tri-County Electric
Membership Corporation
P.O. Box 40
Lafayette, Tennessee 37083

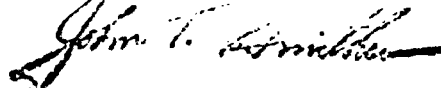
Dear Mr. Lee:

We enclose a copy of a letter dated September 3, 1980 from Mr. and Mrs. Charles E. Hale, Monroe County Florist, West Columbia Avenue, Tompkinsville, Kentucky, which is self-explanatory.

Please have someone look into the matter and advise as soon as possible.

Sincerely,

ENERGY REGULATORY COMMISSION



John T. Smither, Director
Division of Utility Engineering
and Services

JTS/lc

Enclosures



Monroe County Florist

FRESH ARRANGEMENTS - FUNERAL DESIGNS - ARTIFICIAL ARRANGEMENTS OF ALL TYPES
CHARLES & PAT HALL, Owners

WEST COLUMBIA AVE. TOMPKINSVILLE, KY. 42167
PHONE 487-6232

RECEIVED September 3, 1980

SEP 08 1980

Energy & Utility Commission
Consumer Services
P.O. Box 615
Frankfort, Ky. 40602

DIVISION OF UTILITY
ENGINEERING & SERVICES

Sirs;

I am writing in regard to a telephone conversation with Louise Conway on August 29, 1980. I was instructed to send my problem in writing to your office.

In 1971 my husband and I purchased a lot consisting of approximately five acres. Our only reservations about buying this property was that a large utility pole stood in the middle of the lot. When conversing with the owner we were told there should be no problem in getting the pole moved because Tri County Electric Membership Coop had not received nor ask for an easement to cross the property when erecting the lines in 1967. After purchasing the property and paying for it bit by bit we are finally able to build on the lot. This lot is especially valuable to us because we have two businesses and a house which is directly in front of this lot.

When we contacted Tri-County about two years ago we were told by their engineers that this pole could not be moved. Also we were told that if we were to build there Tri-County would not be able to hook us up on the location. We were also told at this time that he was sure that Tri-County had a written easement.

After becoming very serious about building on this lot we again contacted the local office and ask for a copy of the easement, which I understand has to be presented upon request by a customer. After calling the office several times, they hadn't had time to find it was the reply.

Finally after many calls Tri-County sent two engineers to measure and work out a solution to our problem. We later received a copy of the materials and cost of labor to us, to have the pole moved. You will find a copy of the correspondence enclosed.

One of 3 pages
FROM MR. HALL

April 23, 1981

Mr. Paul T. Lee, General Manager
Tri-County Electric
Membership Corporation
P.O. Box 40
LaFayette, Tennessee 37083

Dear Mr. Lee:

Please let us hear from you with regard to the
complaint of Mr. Richard A. Chapman, Route 2, Box 74,
Adolphus, Kentucky. You will recall our previous
correspondence.

Sincerely,

JOHN T. SMITHER

John T. Smither, Director
Division of Utility Engineering
and Services

JTS/ak

December 15, 1980

Mr. Paul T. Lee, General Manager
Tri-County Electric
Membership Corporation
P. O. Box 40
LaFayette, Tennessee 37083

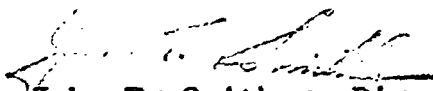
Dear Mr. Lee:

We enclose a copy of a letter dated December 12, 1980
from Mr. Richard A. Chapman, Route 2, Box 74, Adolphus,
Kentucky, wherein he questions a late charge.

Please have someone look into the matter and advise
as soon as possible.

Sincerely,

ENERGY REGULATORY COMMISSION


John T. Smither, Director
Division of Utility Engineering
and Services

JTS/lc
Enclosure

RECEIVED

DEC 12 1980

DIVISION OF UTILITY
ENGINEERING & SERVICES

12/12/80

Dear Sirs;

In the past we read our electric meters ourselves, marked the cards in their proper places and paid our bill.

As of September this year, policy was changed and a power company employee now does this chore.

We were being billed on a 30 day basis. Our last bill, received 12/9/80, we were billed for 41 days service. We called Tri County Elec. Service and spoke with Jack Maxi, who informed us we would have to pay a late charge because they were late reading the meters.

We were told to complain to Paul Lee who may or may or may not be available for the next week.

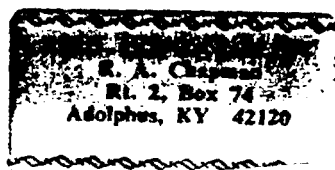
Our previous bill was:

450 KWH	\$18.55	30 days service
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Our present bill is; 440 KWH	\$19.08	41 days service
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We have been informed by Mr. Maxi that we will always pay the penalty if they are late with their readings.

We live on a fixed income and we conserve to the best of our ability, only to have an unjust and we think unwarranted penalty thrust upon us for our efforts.



Richard A. Chapman

August 20, 1981

Mr. Paul T. Lee, Manager
Tri-County Electric Membership
Corporation
P. O. Box 40
Lafayette, Tennessee 37083

Dear Mr. Lee:

Please let us hear from you with regard to the complaint of ~~Mr. F. A. Stark~~, 8221 Old Shepherdsville Road, Louisville, Kentucky. You will recall our previous correspondence.

Very truly yours,

Jesse C. Oak, Assistant Director
Division of Utility Engineering
and Services

JCO/lc
Enclosure

March 11, 1981

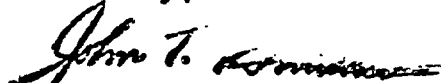
Mr. Paul T. Lee, Manager
Tri-County Electric Membership
Corporation
P. O. Box 40
Lafayette, Tennessee 37083

Dear Mr. Lee:

We enclose a copy of a letter dated March 7, 1981 from Mr. F. A. Stark, 9221 Old Shepherdsville Road, Louisville, Kentucky, wherein he questions the disconnection of electric service to his cabin on Barren River at Austin, Kentucky.

Please have someone look into the matter and advise as soon as possible.

Sincerely,



John T. Smither, Director
Division of Utility Engineering
and Services

JTS/lc
Enclosure

Mersey Electric Corp.
Consumer Service Section
Frankfort, Kentucky

Attn: Mrs. Kemper

RECEIVED

MAR 09 1981

Dear Mrs. Kemper:

DIVISION OF UTILITY
ENGINEERING & SERVICES

I am writing to you in regard to the Tri-County Electric Corporation of Scottsburg, Ky. I have a cabin on Barren River at Austin, Kentucky and have been a member of the Tri-County Elec. Corp. for a number of years.

I had not received a statement from them, due to their error, since Nov. 1980. I received a statement Feb. 1981 in the amount of \$46.27 which I paid and notified them they had my address incorrect.

February 25, 1981 I visited my cabin at Austin Kentucky and discovered that the Company had removed the meter, therefore no electricity. All the food I had in my freezer, at least \$50.00 was spoiled. I called the Co. at Austin and the Bookkeeper admitted she did not know how they had made the error in my address but that I would have to pay \$26.50 to get the meter re-installed. I feel this is an injustice to me as they should have given notice as to their plans to remove the meter and I know we could have gotten this matter straightened out. I also feel this was done maliciously since I had written the bookkeeper of an incorrect meter reading in Oct. 13, 1980. If this Company makes any error the Customer always pays. We have always paid our bills on time and I feel they could have taken the time and courtesy to notify us of their plans. Their policy is if you don't like our ways get your service someplace else, which is impossible. I would appreciate any help you can give me in this matter.

Sincerely

F. A. Stark

1221 Old Ship Rd.
Frankfort, Ky 40619

902-969-7166